National Domestic Communications Assistance Center (NDCAC)

Program Update

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May 17, 2017
Technical Resource Group

- Provide assistance and technical referrals to law enforcement clients – currently more than 12,000

- Six month trend in number of clients: increase of 1,246

- Types of calls handled by the TRG
  - Assisting in correlating service provider information
  - Interpretation of provider call detail records
  - Cell tower information

- Number of requests over the last six months: 3,131
Technology Sharing

• Share tools and technical solutions with the law enforcement community

• Work with members of law enforcement to identify, leverage, and develop innovative and effective technical solutions

• Identify and clarify the technical capabilities and features that law enforcement views as important to accomplishing its mission
Technology Sharing – Tools

- An investigative resource and fully searchable tool to locate cell sites/towers throughout the United States
- An application that provides a simple interface to process, compare and display one or more call detail reports using common data fields
- A software application and graphical user interface designed for electronic surveillance presentation and viewing
- A tool to read Internet Protocol (IP) addresses and parse out relevant information and create a report with quick to read statistics and IP ownership information
- Software application for social media files provided in response to legal demands
Technology Sharing – Tools

• A tool to assist with open source research utilizing numerous social media platforms

• A tool to facilitate law enforcement’s understanding of returns involving cloud-based backups

• Make commercially available tools more widely available

• Upcoming - A preview tool that enables investigators to safely review evidentiary data found on a variety of digital media in a write protected environment
Training

• Provide a comprehensive curriculum to educate law enforcement on new and emerging services and technologies:
  – Leverage existing training opportunities and making them available to State and Local Law Enforcement
  – Develop in-house training curriculum to fill gaps that exist in existing communication training programs
  – Conduct regional outreach to familiarize the law enforcement community with the assistance available through the NDCAC
Training

• Since its inception, the NDCAC has provided training to approximately 6,000 law enforcement representatives
  – Onsite classes have hosted more than 1,200 students from 400+ State and local agencies
  – Regional classes have hosted nearly 4,700 students from 1000+ State and local agencies

• This Fiscal Year, the NDCAC has hosted 974 law enforcement representatives
  – 293 onsite students
  – 681 students in regional classes
Training - Courses

• “Modern Internet Communication Services Course” provides students with an understanding of new communication services and technologies that enhances criminal investigative techniques and promotes best practices across the law enforcement community

• “Understanding Investigative Techniques for Modern Telecommunications,” equips law enforcement with basic skills such as cellular data record analysis, geospatial mapping, and cell site analysis

• NEW - “Best Practices – Collection / Seizure of Mobile Devices” provides first responders and investigators a basic understanding of methodologies and procedures to collect and seize mobile devices
Training - Courses

• Regional law enforcement outreach training to expose the community to the NDCAC’s capabilities and services

• Examples of courses leveraged by the NDCAC include:
  – FBI Cellular Analysis Survey Team
  – DEA Social Media course
Website

- The NDCAC’s Internet presence is composed of two parts
  - Public facing website: general information about the NDCAC and its role
  - Secure portal: restricted access information repository and focal point for law enforcement and industry collaboration

- Recently re-designed to increase ease of use

- Challenges with access
  - Delays caused by multiple sign-ons
  - Required authentication causes issues with automatic tool updates
  - Confusion between public and secure portals

- Researching options for more streamlined access